

**MARYLAND MORTGAGE &
MARYLAND HOMECREDIT PROGRAMS
~CONTACT INFORMATION~
(Email contact is preferred)**



- The Professional Portal program information section on the MMP website includes links to Directives, the Compliance Manual, Fact Sheets, Program Code Guide, and other resources: <https://mmp.maryland.gov/Lenders/Pages/ProgramInfo.aspx>
- **NOTE: PLEASE ALLOW 24-48 HOURS FOR REVIEW OF A NEW UPLOADED SUBMISSION AND FOUR BUSINESS DAYS FOR ANY UPLOADED CONDITIONS. PLEASE CHECK LENDER ONLINE PRIOR TO CALLING FOR STATUS.**
- For general program or compliance questions, or to follow up if you haven't received an answer, please contact our main email inbox or phone.
Singlefamilyhousing.dhcd@maryland.gov, 301-429-7852
- Loan Operations Manager: Karl Metzgar, Assistant Director
karl.metzgar@maryland.gov, 443-440-0951
- If you need to escalate an underwriting concern, please contact:
Debbie Conner, Underwriter Supervisor, debra.conner@maryland.gov, 410-972-9535
- For escalation of a concern about conditions or DPA reimbursement, please contact:
Marque Gibson, Processing Supervisor, marque.gibson@maryland.gov, 443-905-9096
- For prior approval for: Asset Test (Attachment F), Business Use (Attachment N), or a Power of Attorney, please contact: Singlefamilyhousing.dhcd@maryland.gov
- For Attachment R (changes to loan): Email to: Attachment_r_mailbox.dhcd@maryland.gov
- To escalate a concern about Attachment R, please contact:
Marque Gibson, Processing Supervisor, marque.gibson@maryland.gov, 443-905-9096
- Lender approval or lender/realtor training inquiries should be directed to:
Cecilia Weller, Business Development Manager, cecilia.weller@maryland.gov
- To re-set your Lender Online password, reach out to your Admin Contact. If you ARE the Admin Contact, email singlefamilyhousing.DHCD@maryland.gov.
- Videos for how to reserve a loan and how to complete an Attachment R, as well as other training resources, are found here: <https://mmp.maryland.gov/Lenders/Pages/Training-and-Compliance.aspx>

US Bank Contact List

PLEASE NOTE: If the US Bank links do not work for you, try using another browser.

Go to: www.hfa.usbank.com. Scroll down to “Enjoy Housing Finance Agency Services” and click on “Learn More.” The HFA Division Lending Guide includes a lender training, bulletins, a directory, and more.

The call center's live hours of operation are from 8:00 AM to 5:00 PM Central Standard Time. Their goal is to return all voicemail messages received by the Customer Care Team between 7:00 AM and 3:30 PM Central Standard Time within the same day of receipt.

- **HFA Customer Care Team**, call 800-562-5165 and select option "1" or email hfacustomer@usbank.com.
- **Underwriting**
 - **General or Pre-Submission Questions** - UWCustomerCare@usbank.com
 - **Underwriting status or conditions** – USBHMLconditions@usbank.com
 - **Underwriting Customer Care Help Line** - 800.200.5881
 - Lenders are prompted to ‘select Option 2 for Underwriting Customer Care.’
- **Post-Closing**
 - Please upload conditions to DocVelocity to clear loans for purchase
 - For post-funding purchase detail questions or escrow reimbursements: hfa.postfunding@usbank.com
 - Questions pertaining to final and recorded docs: documentcontrol@usbank.com
- **Dodd-Frank**
 - All Dodd-Frank compliance questions: USBHMLenderSupport@usbank.com